SHAJI \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: [shaji.375205@2freemail.com](mailto:shaji.375205@2freemail.com)

Career objective

Seeking an admirable position in your esteemed organization, this will utilize my extensive, diversified professional experience, computer literacy, customer support & potential growth.

# Strengths

# Friendly, enthusiastic and persuasive in team management. Excellent in communication skills & a professional demeanor gained through extensive interaction with people. Unique combination of creativity & analytical skills with high aptitude.

Academic Qualifications

Course : Bachelor of Commerce  
Institution : Dr C.V. Raman University  
Year of Passing : 2011  
Percentage of Marks : 65%

Course : Diploma in Civil Engineering  
Institution : I.T.I (Indian Technical Institute)  
Year of Passing : 1991  
Percentage of Marks : 74%

Course : 10th Standard CBSE (Central Board of Secondary Education)  
Institution : Kendriya Vidyalaya, Bangalore  
Year of Passing : 1985  
Percentage of Marks : 52%

Personal Details  
Date of Birth : 19-03-1969  
Sex : Male  
Nationality : Indian  
Marital Status : Married  
Languages Known : English, Hindi, Kannada, Tamil and Malayalam

Work Experience

ZAHRAT AL WAHA GENERAL MAINT. CONT. (U.A.E-DUBAI)

Title : Admin Manager  
Specialization : Civil construction works  
Date joined : Dec 2014 – Dec 2016

Hewlett-Packard Global soft Pvt. Ltd

Title : Senior Technical Support Engineer  
Date Joined : June 2006 – Nov 2013

Responsibilities

* Providing technical support for Desktops, Work-stations& thin clients based in North America.
* Customer-focused, highly organized self-started with effective customer service skills, and ability to manage technical aspects and communicate solution strategy and product offerings.
* Motivated achiever who exceeds goals, consistent performance, earned highest customer satisfaction rating, and have garnered numerous awards and certificates.
* Articulate communicator who can fluently speak the languages of both people and technology, blending technical expertise with exceptional interpersonal skills while interacting effectively with customers.
* Currently working for commercial desktop and supporting laptop as well for APJ and North American region.

Supported Region: NA & APJ

Extra-Curricular Activities

* Queue Management.
* Mentoring the new hires.
* Floor Supervising.

Achievements in HP

* Product specialist for various models.
* Recipient of the BEST PERFORMER AWARD
* Customer champ

Technical Expertise

* Experience in Installation of OS, Hardware Components on Desktops,

Laptops etc.

* Systems: Windows 95, 98, ME, XP, 2000, Vista, Windows 2003, Windows 7

Professional Certification

* A+
* S+

Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge.

(Shaji)